

STATE OF NEW HAMPSHIRE

Department of State
Division of Vital Records Administration
New Hampshire Vital Records Information Network
RFI 2010-020

REQUEST FOR INFORMATION FOR:

Replacement of the NH Vital Records Information Network (NHVRIN)

ISSUED: August 7, 2009

GENERAL INFORMATION

1.1. PURPOSE

This Request for Information (RFI) is issued by the New Hampshire Department of State (SOS) and the Division of Vital Records Administration, to solicit information regarding solutions for providing a Vital Records Information Network for the Division of Vital Records Administration. The current Vital Records Information Network was developed in 2003. The State needs to study the feasibility and cost/benefit of replacing its existing Vital Records Information Network with a new Commercial Off the Shelf (COTS) system.

The State is considering the merits of either purchasing a COTS solution, which may be customized to accommodate State of NH Statutes and approximate the look and feel of the current system, or updating its current system.

Concise, conceptual responses are sought which will inform the SOS decision makers of the options available, estimates of cost and implementation timeframes. SOS seeks to gain a better understanding of the available approaches; therefore, responses are being solicited from a wide range of respondents in accordance with the objectives and parameters established in this document. Vendors may submit a response that includes one or more proposed solutions; however, responses should separately address all applicable information sought in Section 4.5 of this RFI as it pertains to each solution.

1.2. NEW HAMPSHIRE'S Vital Record Information Network (NHVRIN)

NHVRIN makes vital event information and results available in an accurate and timely manner. The system provides the ability for the Division of Vital Records Administration (DVRA) to exchange vital event information with various state and federal agencies and other vital records programs.

NHVRIN is a web-based vital records registration and issuance application that is used by the DVRA, town clerks, hospital birth clerks and funeral directors to capture and manage vital records data within a centralized database. NHVRIN has been in use since 2004. NHVRIN is fully featured and the user community finds it easy to use. However, due to the underlying code structure and complexity the system is expensive and time consuming to update and maintain.

NHVRIN has a front-end .net web application with an Oracle backend database. High speed Internet connections via local Internet service providers are used to connect to the system.

The State's objective for a NHVRIN replacement system is to procure a system that incorporates the guidance for a Vital Records Information System as set forth by NH Revised Statutes Annotated Chapter 5-C.

1.3. RFI OBJECTIVES

- 1.3.1. Evaluate vendor supplied information to conduct a comparative analysis of the possible solutions, to aid in determining the optimal approach to providing Vital Records Information Services to the Public.
- 1.3.2. Identify possible hosting options for NHVRIN.
- 1.3.3. Identify new technology best practices and other state VRIN solutions to be considered in the NHVRIN replacement planning process.

1.4. LIABILITY

This RFI has been issued to obtain information only and is not intended to result in a contract or vendor agreement with any respondent. The State is seeking vendor community insight and information prior to finalizing business, functional, operational, and technical requirements for a Request for Proposal (RFP). There is no definitive plan to purchase any business services, equipment and/or software at this time as a result of responses to this RFI.

This solicitation for information does not commit the State to publish an RFP or award a contract. The State shall not be held liable for any costs incurred by the Vendor in the preparation of its response. The issuance of an RFP as a result of information gathered from these responses is solely at the discretion of the State. Should an RFP be issued, it will be open to qualified vendors, whether or not those vendors chose to submit a response to this RFI. The RFI is not a pre-qualification process.

2. The STATE OF NH SECRETARY OF STATE, DIVISION OF VITAL RECORDS

The DVRA operates under the provisions of state statutes Title 1, Chapter 5-C (http://www.gencourt.state.nh.us/rsa/html/NHTOC/NHTOC-I-5-C.htm). Per statute, the division is responsible to:

- Provide access to vital records and vital records data while assuring the privacy of all New Hampshire citizens
- Set forth the procedures, conditions, and criteria for release of information regarding vital records data and statistics.
- Enforce the provisions in regard to the collection, maintenance, and dissemination of vital records information.
- Provide guidance to data collectors
- Enforce the provisions in regard to the collection, maintenance, and dissemination of vital records information A vital record is a certificate or report of a vital event defined as a:Birth, Adoption, Death, Fetal death, Marriage, Divorce, Legal separation, Civil annulment, Civil Union

3. POTENTIAL SOLUTIONS

The State can foresee two possible alternatives for providing a NHVRIN solution.

- 3.1 Retaining and enhancing as necessary the existing NHVRIN,
- 3.2 Replacing NHVRIN with a new system, phasing in testing and implementation of the new system.

4. RESPONSE INSTRUCTIONS

4.1. RESPONSE SUBMISSION AND DUE DATE

Vendors are requested to submit their response by August 31, 2009. Please provide an original and four copies of your response to:

Vicki Tinsley,
Department of Information Technology
29 Donovan Street
Concord, NH 03301

4.2. SCHEDULE OF EVENTS (approximate)

DATE	EVENT
August 7, 2009	RFI Issued
August 31, 2009 at 2:30 PM	Vendor responses due
Week of September 21 2009	Conduct Presentations

- The RFI will be posted at http://admin.state.nh.us/purchasing/bids.asp
- The SOS Management Team leading this effort will review the responses.
- Vendors may or may not be contacted to provide an oral presentation of their solution.

4.3. RFI INQUIRIES

For inquiries regarding this RFI, please contact:

Steve Wurtz
Department of State
Secretary of State
Telephone: (603) 271-4655
e-mail: swurtz@sos.state.nh.us

4.4. VENDOR CONTACT

Please provide a main contact name, address, e-mail address, and telephone number in each response.

4.5. REQUESTED INFORMATION

The State is seeking a better understanding in the areas listed below. Please respond concisely and completely. All responses shall be based on current, not planned, system capabilities.

- 4.5.1 Briefly describe the vendor's organization, client base, financial stability and history. Please keep generalized marketing material to a minimum.
- 4.5.2 Describe any experience/expertise specific to Secretary of State Vital Records Information Network projects.

- 4.5.3 Provide your experience with adhering to Secretary of State standards, in particular, meeting the regulatory demands for Vital Records Information Networks
- 4.5.4 Describe your relevant experience with installation, configuration and support of Secretary of State Vital Records Information Network projects
- 4.5.5 Illustrate current experience your company has with hosting a Vital Records system.
- 4.5.6 Please describe how your proposed solution would support user maintenance of the application's data that changes frequently (maintenance tables).
- 4.5.7 Please provide a description of the ongoing cost for maintaining your solution post deployment. Give specific information as to the numbers and types of resources required to maintain the solution.
- 4.5.8 Provide an overview of the technology and service offerings that you currently provide. Provide a breakdown of the number of customers served currently by your various product offerings.
- 4.5.9 Describe savings you have achieved with other states as a result of your services/product.
- 4.5.10 Describe the platform that your system operates on (database, code base, etc.). If any of platform components are third party or proprietary, please note.
- 4.5.11 Include details of the proposed software solution including database management system, licensed software suggested for data retrieval and reporting, proposed approach to developing any and all custom-built software components, and, when appropriate, compatibility with other Vital Records Information Networks.
- 4.5.12 Describe any technology that you have used to address the challenges inherent in meeting the demands of an environment consisting of constant regulatory changes, with expanding requirements for data sharing. The State's specific interests include: Web functionality; new technologies/architectures developed and implemented for Secretary of State data sharing or other related programs that resulted in program savings, greater staff efficiency, error reduction, and similar benefits; development strategies and technology that achieve a rapid turnaround time for incorporating regulatory changes.
- 4.5.13 The State considers this to be a complex project that may span an extended period of time and requires both capability and commitment from a vendor. The State is interested in gaining a better understanding of your approaches to managing similar projects. Because the State is familiar with standard system development methodologies, the preferred emphasis is on an explanation of the rationale for timeline decisions and insight into your strategies and concerns for managing the timeline.
- 4.5.14 Please provide suggestions and considerations for the State to evaluate as we develop the cost model and associated evaluation criteria. Describe your pricing/reimbursement methodology. Include costs for implementation, hardware or data lines, upfront licensing, ongoing licensing, and maintenance and support. Include a copy of your "boiler plate" customer contractual agreement.

- 4.5.15 Provide estimated costs, implementation time frames, and resources necessary for the solution that you propose to be most advantageous.
- 4.5.16 In the event the SOS decides to contract out a feasibility study, specify whether your company would be interested in responding to a Request for Proposal (RFP) for conducting a NHVRIN Replacement Feasibility Study or a potential follow-on NHVRIN Replacement RFP. Submission of material in response to this RFI does not prejudice your status to compete for either the Feasibility Study or NHVRIN Replacement.
- 4.5.17 If the cost estimates that you provided needed to be reduced by 5%, 10%, or 15%, identify areas within your submission that you would recommend be trimmed or eliminated to meet the new total project cost.
- 4.5.18 Please provide frequency with which you update your code and how those updates are provided to the customer.
- 4.5.19 Please describe your approach to securing your environment.
- 4.5.20 Please feel free to include any additional comments or suggested alternatives, as deemed appropriate based on your industry knowledge and expertise that you feel would be beneficial to the State of New Hampshire.

5. VENDOR PRESENTATION

Based on interest that is generated following the review of responses to this RFI, some vendors may be invited to present an overview of their company and services to representatives of the State. There is no guarantee that a vendor may be asked to provide a presentation. All presentation costs incurred by the vendor shall be borne by the vendor.

6. CLOSING

The Secretary of State thanks you for your efforts in preparing a response. Although this Request for Information does not require the State to issue a Request for Proposal or to award a contract, it is anticipated that the information gathered in this project will be highly beneficial and will inform the State's decision-making process.